



**SUNCORP  
STADIUM**

# Post Event Report

**U2**

“The Joshua Tree” Tour  
Tuesday 12 November 2019



## Event Overview

---

Suncorp Stadium hosted the U2 “The Joshua Tree” world tour concert on Tuesday 12 November 2019.

Detailed planning was undertaken to identify and minimise potential adverse impacts on the local community in accordance with the Major Sports Facilities Regulation 2014 for Special Events.

A specific Operational and Transport & Traffic Management Plan was developed for the concert and presented to the Stadium Management Advisory Committee (SMAC), Transport Coordination Group (TCG) and Stadiums Queensland as required in the Regulations.

A dedicated Call Centre was established for the concert periods to enable the general public to contact the Stadium on any issues arising either during the bump-in, bump-out periods and during the concert itself. A local community letterbox drop was also conducted to provide residents and local businesses within the Lang Park Traffic Area with relevant information pertaining to the events.

Key deliverables for the concerts were:

<b>Attendance</b>	45,810
<b>Complaints/ Compliments</b>	Post-event, 5 complimentary emails and 22 social media compliments and 19 complaint emails and 25 social media complaints were received. The majority of the complaints were as a result of the sound quality from the production. This is not a venue issue and it is notable that similar complaints were made at other venues on the band’s tour. All Stadium related complaints were addressed while sound complaints were forwarded to Live Nation for their action.
<b>Media Social Media/Website</b>	Media coverage leading up to and after the concert was positive. The Stadium website and social media platforms were utilized to communicate important event information. All comments were monitored and questions answered where necessary. Patron feedback from the concert was received.
<b>Crowd Management Security</b>	The crowd overall was extremely compliant and well behaved. There were 15 evictions for intoxication/behavior and 2 arrests. Security wandering was conducted at the Stadium for this event. Security staff were employed to conduct the wandering and there was no delays at the gates for patrons arriving at the venue. A total of 22 staff were employed to conduct the wandering.
<b>Noise Monitoring</b>	The Stadium’s noise consultant, Cardno advised that internal Stadium criteria was complied with at all times during the concert and sound checks. Externally, there were three minor exceedances of (1dB(A) recorded at one of the monitoring locations (Petrie Terrace). Five complaints were received from locations south of the Stadium and one at Milton as a result of the prevailing wind conditions. Cardno deployed staff to locations around the Stadium for testing and all levels complied with the legislation.

# Operations

## 2.1 Attendance and Ticketing

### 2.1.1. Concert Programme

The concert concluded before the Stadium's 10.30pm curfew.

The concert running times were as follows:

First 500 Entry	4:30pm
Red Zone Entry	4:40pm
Public Entry Gates A, B, D & E	4:45pm
Corporate Entry Gates C & F	4:30pm
Support act commenced	6.30pm
Support act concluded	7.30pm
Main act commenced	8.12pm
Main Act concluded	10:25pm

### 2.1.2. Tickets Sold

Field – Seating	18,781
Grandstand Seating	26,828
Corporate Seating	1,429
<b>Total Sales</b>	<b>47,038</b>

**TOTAL ATTENDANCE: 45,810**

*\*There were 1,228 no shows*

## 2.2 Local Residents Management

### 2.2.1. Call Centre Operations

The Stadium established a Concert Hotline for local residents and businesses. The Hotline was manned by trained Stadium staff during the following times:

Monday 11<sup>th</sup> November 2019            0900 – 2030

Tuesday 12<sup>th</sup> November 2019        0900 – 2330

To assist with major complaints or issues, Call Centre operators had direct access to the Stadium's main control room and management team to obtain specific advice.

The general Stadium number (07 3331 5000) was also operational during normal business hours as was the Stadium Security number (07 3331 5168) after hours. All calls logged by Call Centre operators were responded to by a return call from Stadium staff immediately.

### 2.2.2. Concert Hotline Report

There was one noise complaint from a local resident during the event. Cardno staff were dispatched to monitor and test the levels at this location and it was complaint with legislation.

## 2.3 Noise Management

Cardno conducted initial modelling to assist with the noise control measures during planning for the concert.

As part of this process, Cardno monitored noise levels at 15 minute intervals from inside the Stadium at the mixing console which was located approximately 50 metres from the front of house loudspeakers. External noise monitoring was also conducted at the following locations as required by the Major Sports Facilities Regulation 2014:

- 8 / 5 Petrie Terrace, Brisbane
- 15 Plunkett Street, Paddington
- 36 Judge Street, Brisbane
- 26 Princess Street, Brisbane
- 31 Isaac Street, Milton

Cardno measured noise in compliance with the Environmental Protection Agency's Noise Measurement Manual. During the events (including rehearsal and sound test), the Stadium ensured that one of its employees or contractors:

- (a) was present at the sound mixing desk for the event and was able to exercise ultimate control on the noise levels from the sound amplification equipment;
- (b) could conduct and communicate with all of the acoustic consultants conducting the monitoring of the noise levels from the events; and
- (c) was able to report sound levels to Stadium Management at all times

## 2.4 Issues Management

### *2.4.1. Noise Levels*

Noise monitoring was carried out at the five residential sites surrounding the Stadium as specified in Clause 7 of the MSFA Regulation and at the mixing console located within the Stadium bowl.

The MSFA Regulation requires that noise monitoring is carried out in accordance with the Queensland Government Environmental Protection (Noise) Policy 1997 (EPP Noise). Therefore the results of the noise monitoring analysis have been compared with the noise emission criteria specified schedule 3A "Acoustic Quality Compliance for Special Events" from this policy.

Cardno noted that the internal Stadium criteria was complied with throughout the concert and during sound checks.

Externally, there were three minor exceedances recorded (1dB(A) at one of the monitoring locations at Petrie Terrace. These were most likely influenced by the weather conditions and adjustments were made by the production crew immediately when notified.

There was moderate northerly wind conditions which is likely to have influenced noise emissions from the Stadium to sound louder than usual to the south of the venue.

There were a small number of noise complaints from suburbs to the south and west of the Stadium (West End, Dutton Park, St. Lucia, Yeronga and Auchenflower). There was one noise complaint from a local resident at Milton. Cardo recorded measurements at that location and was found to be compliant with the legislation.

### ***2.4.2. Limousine and Parking***

Limousine parking in Parkview and Mayneview Streets was monitored closely and in line with the usual arrangements for other major Stadium events. Barriers and Security guards were located at either end of Blaxland Street to ensure it was not used for drop-offs and pickups and Queensland Police were present in the street post-event to control noise and patron behavior. Limousine take-up for this event was very low.

A total of 83 parking infringement notices were issued during the event.

### ***2.4.3. Taxis***

Taxis were in high demand after the concert. Queues were managed by Taxi Council of Queensland and there were no reported issues or complaints.

### ***2.4.4. Patron Behaviour Post Event***

The Suncorp Stadium Traffic Plan was implemented post-concert, ensuring patrons travelled safely to major transportation hubs and other destinations.

Queensland Police and Traffic Control officers were present during these periods to monitor patron behavior and flow to surrounding areas. The Queensland Police also monitored local areas for one hour post-event and were on standby to be dispatched to locations should complaints arise.

There were no patron behavior issues reported after the concert.

## **2.5 Additional Patron Services**

The following requirements were identified and implemented:

- Specific pathways created to enable patrons to move onto and off the field of play area
- Additional catering and toilet facilities provided to cater for patrons in the nearby carpark
- EFTPOS facilities provided in the carpark to ensure patrons didn't have to return to the concourse
- Additional merchandise locations installed around the main concourse to deal with the demand for concert merchandise
- Facilities outside the Stadium for patrons arriving early and for any parents waiting for children after the concert

## **2.6 Traffic and Transport**

The integrated Transport System operated for this event with services running for three hours prior to the main act. As normal, patronage on public transport services was extremely high, but clearance was achieved within one hour of the conclusion of the concert.